



Resilience

Reimagined:

Empowering

Employees with

Disabilities

A Roadmap to Resilience for Employees with Disabilities

Chantrise Sims Holliman, EdD.





“Resilience is accepting your new reality, even if it’s less good than the one you had before. You can fight it, you can do nothing but scream about what you’ve lost, or you can accept that and try to put together something that’s good.”

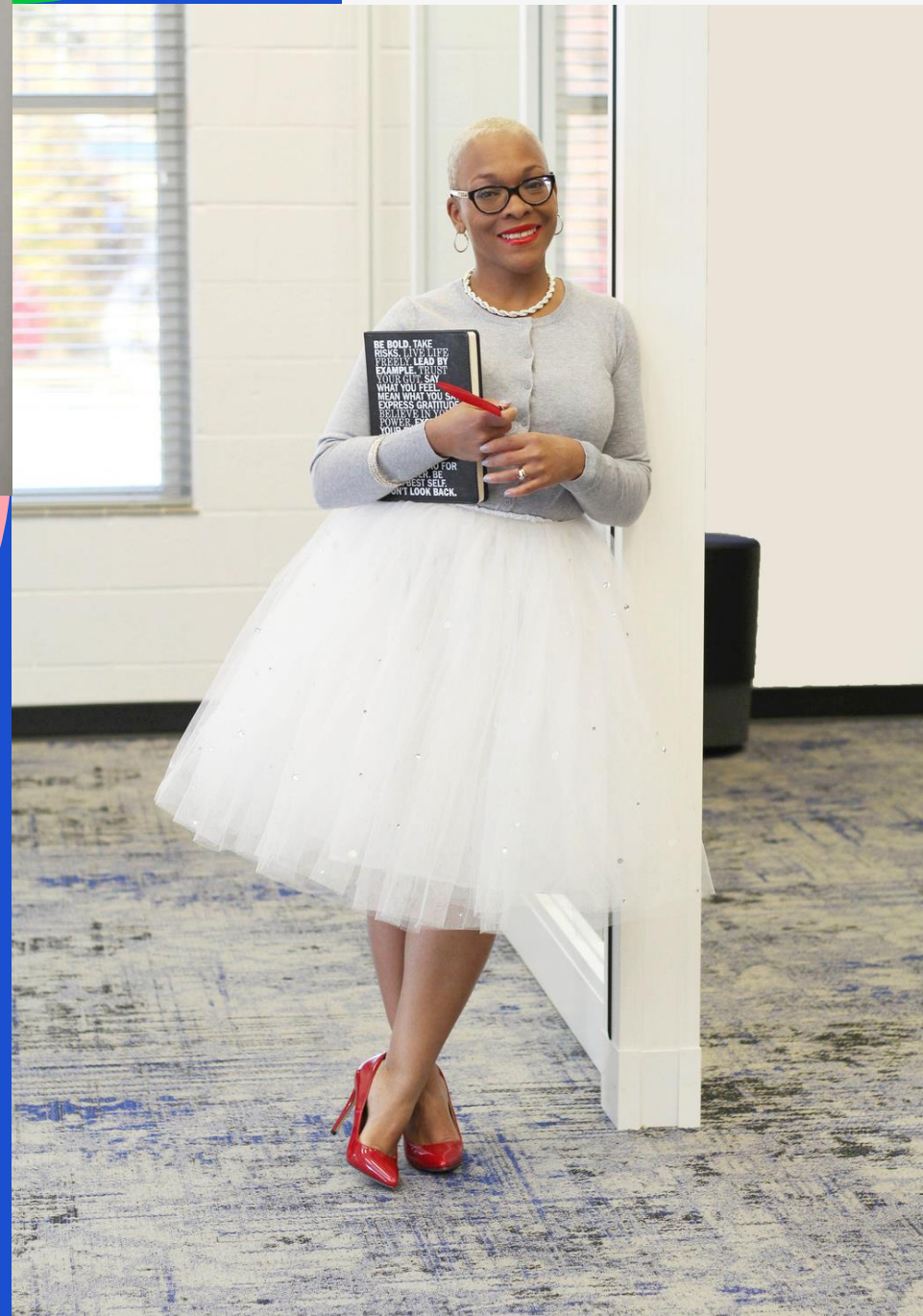
– **ELIZABETH EDWARDS**

What We Will Talk About

1.	INTRODUCTION
2.	OUR WORKSHOP OBJECTIVES
3.	THE SEVEN PRINCIPLES OF RESILIENCE
4.	IMPORTANCE IN THE WORKPLACE
5.	EFFECTIVE COMMUNICATION
6.	BUILDING AND FOSTERING RESILIENCE

Hello, everyone.

- My name is Dr. Chantrise Sims Holliman
- Award-winning former educator with nearly 20 years of experience teaching students and teachers how to improve their best practices
- Sought-after speaker in the areas of resilience, creativity, and flexible thinking.
- Instructional design contractor for the CDC, an author, trainer, heart attack survivor, Lupus warrior, bilateral amputee, and partially paralyzed disability advocate.



Our Workshop

Objectives

Understand the importance of resilience in the workplace for employees with disabilities and how it contributes to their success and well-being.

Learn strategies to build and foster resilience among employees with disabilities, focusing on practical approaches that case managers can implement.

Develop skills in effective communication that promote trust and openness, enabling case managers to better support employees with disabilities.



The Seven Principles of Resilience



PRACTICE SELF-AWARENESS

PREPARE A POSITIVE ATTITUDE

PRIORITIZE SELF-CARE

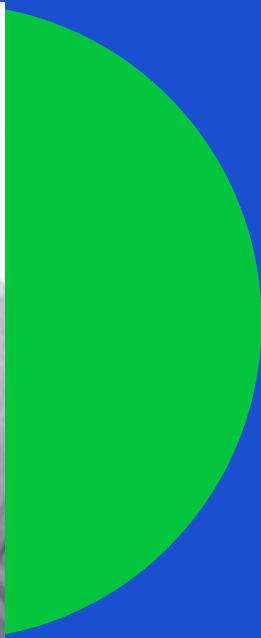
PORTRAY A RESILIENT ROLE MODEL

PUSH OUT FEAR

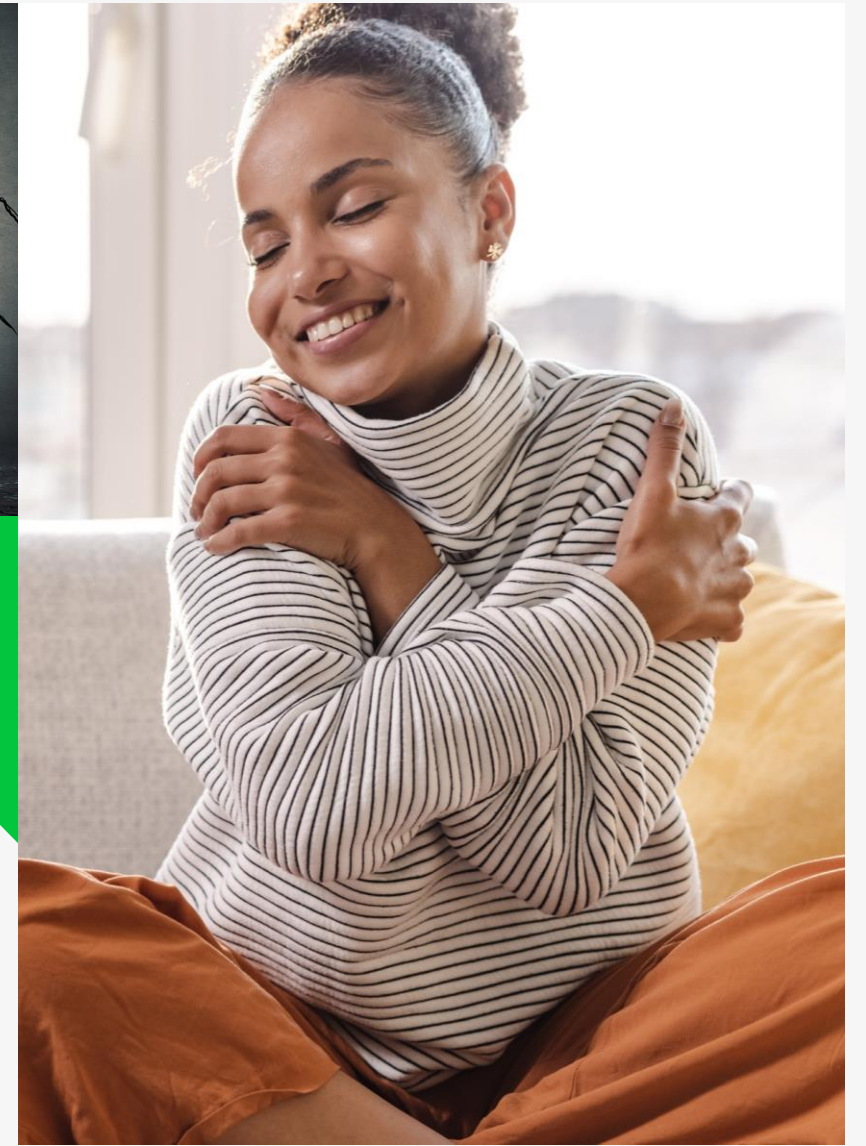
POSSESS AN INNER CIRCLE

PLAN YOUR OUTER CIRCLE

Principles in the Workplace



Practice



Self-Awareness

THE INNER COMPASS: NAVIGATING THE STRENGTHS AND STORMS

01 EMOTIONAL INTELLIGENCE

Our ability to identify, assess, and control one's emotions and the emotions of others: Self-Awareness, Self-Regulation, Self-Management, and Relationship Management.

02 SELF AWARENESS IS...

Understanding and embracing, who we are, what we value, and what we believe. Being honest about our strengths and weaknesses. *"To thy own self be true."*

03 OVERCOMING CHALLENGES

We are our most authentic selves when all heck is breaking loose. Being self-aware also means knowing and understanding what triggers us.

04 OBJECTIVE APPLICATION:

Encourage employees with disabilities to recognize their strengths, limitations, and the unique challenges they face in the workplace and be okay reaching out for help.

Prepare a Positive Attitude

THE POWER OF POSITIVITY: CULTIVATING AN 'I CAN' GARDEN



FIRST
ATTEMPT
IN
LEARNING

FAILING IS A GOOD THING

“Failure is actually a part of success.” Understanding that failing doesn’t make one a failure. If you don’t ever fail at anything, you don’t ever learn anything.



STOP COMPLAINING

Everything isn’t bad. Some things may be. Heck, a lot of stuff may be, but not everything. Find the good stuff.



PRACTICE BEING GRATEFUL

There are a million reasons why whatever you’re dealing with could have been worse. Be appreciative of what you have



OBJECTIVE APPLICATION:

Encourage celebrations for achievements, both large and small.. Whether the disability is permanent or temporary, celebrating helps maintain a positive attitude.

Prioritize Self-Care



SELF-CARE ISN'T SELFISH: RECHARGING YOUR BATTERIES FOR THE LONG HAUL

01 TREAT YOURSELF!

Whatever you feel like doing that's going to make you happy or feel good, that's what you do. Eat the pizza. Take the nap. Binge watch the show. Buy the shoes. Book the vacation. Whatever!

02 EAT HEALTHY

While the double espresso and glazed doughnut might help you get through your morning, what you eat contributes to how you feel.

03 SPEND TIME OUTSIDE

If a vacation isn't feasible, go for a walk in the park, or to the store, or zoo, or anywhere that isn't confined by four walls and a roof.

04 OBJECTIVE APPLICATION:

Encourage practices that allow for flexible scheduling, mental health days, or access to wellness resources. Emphasize self-care among employees with disabilities because it's important in maintaining resilience and overall health.

Portray a Resilient Role Model

THE RESILIENCE RECIPE: COOKING UP COURAGE AND CONNECTION



FIND SOMEONE WHO'S BEEN THERE

Whether in our personal or professional lives, we need the reassurance of seeing someone else accomplish great things to inspire and encourage us to do the same.



AND DONE THAT...

To become more resilient, it often helps to look to someone who has experienced a challenging situation and made it through to the other side.



OBJECTIVE APPLICATION

Lead by example, demonstrate resilience in the face of challenges. Share stories of overcoming obstacles or adapting to change.

Push Out Fear



FEAR BUSTERS: TURNING 'WHAT IFS' INTO 'WHY NOTS'

01 SOME FEAR IS HEALTHY

Healthy fear helps keep us safe when in dangerous environments. That's where we get our "fight or flight" reactions. But any fear that keeps us from living our best lives is something we have to face.

02 REFRAME IT (PART A)

Instead of worrying about what might happen, we can ask, "what's the worst that could happen?" This allows us to filter through all those worst-case scenarios.

03 REFRAME IT (PART B)

Instead of asking, "what's the worst that could happen," we can ask, "what's the best that could happen?" By reframing it, you move the "what if" cycle from being fear-based to being reward-based.

04 OBJECTIVE APPLICATION:

Offer training and support groups that address common fears and anxieties related to disability and employment. Providing tools and strategies to manage these fears can empower employees, helping them to focus on their abilities and contributions.

Possess an Inner Circle

SQUAD GOALS: BUILDING YOUR RESILIENCE DREAM TEAM



KEEP THE GOOD FOLKS

Confidants: People who are for us for the long haul; Constituents: People who are into what we stand for.
Comrades: People who are just against what we are against.



DROP THE NEGATIVE NEDS AND NANCYS

Toxic: Gives the impression of providing support but actively works to undermine our efforts. Spiteful: “The hater,” this person is jealous of our efforts to achieve.



CHECK YOUR CIRCLE

And after you check your circle, push out anyone who doesn't have your best interest at heart. Not everyone who is with you is for you.



OBJECTIVE APPLICATION:

Encourage the formation of peer support networks within the organization where employees with disabilities can share experiences, advice, and encouragement.

Plan Your Outer Circle



01 FIND YOUR ALLIES

An ally is someone who offers you backing, assistance, advice, information, or protection. These are the people who “have your back” and with whom you share similar goals, or concerns.

02 JOIN AN ORGANIZATION

Many of the people you might need or want to have in your outer circle can come from organizations you are a part of. Fraternities, sororities, social clubs, sports teams, etc.

03 YOU BECOME WHO YOU HANG WITH

Take a good look to the people you find yourself drawn to on a professional level. If you want to become more resilient surround yourself with people who understand and can help you to overcome adversity.

04 OBJECTIVE APPLICATION:

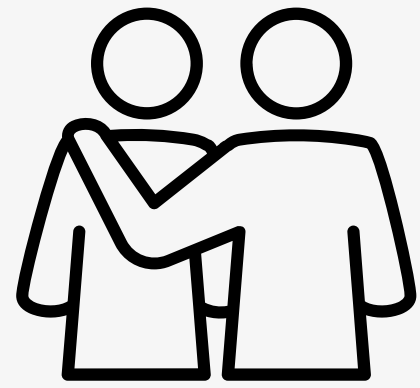
Build partnerships with external organizations, therapists, and vocational rehabilitation services that can offer additional support and resources to employees with disabilities. This can provide a broader support network.

Effective Communication





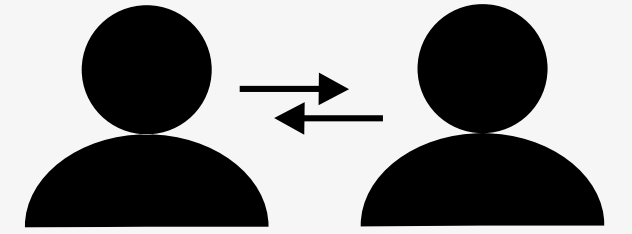
ACTIVE LISTENING



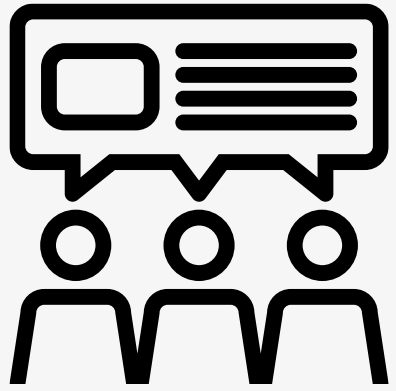
**EMPATHY AND
COMPASSION**



**CLEAR AND ACCESSIBLE
COMMUNICATION**



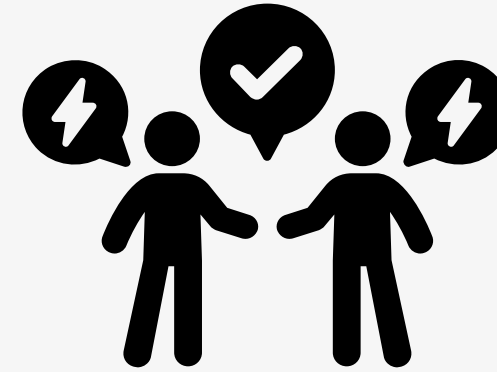
**OPEN AND HONEST
DIALOGUE**



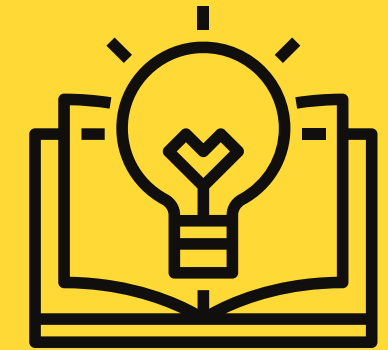
**FEEDBACK
MECHANISMS**



**CULTURAL
COMPETENCE**

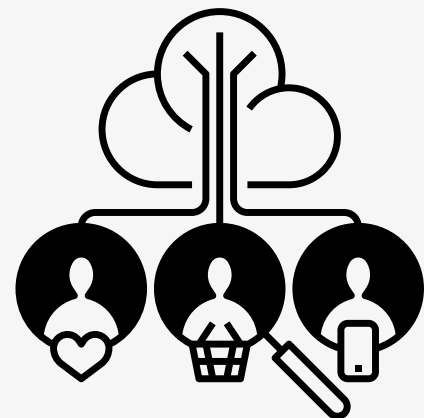


**CONFLICT
RESOLUTION**

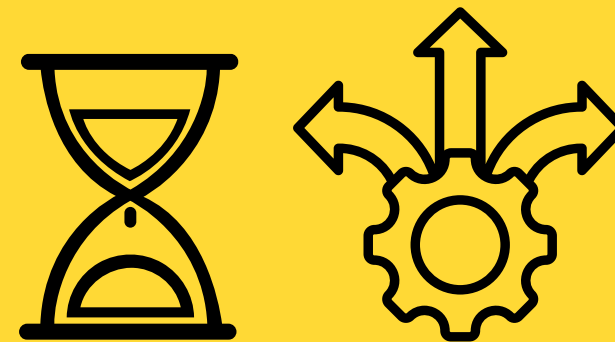


**CONTINUOUS
EDUCATION**

THE TOP 10



PERSONALIZATION



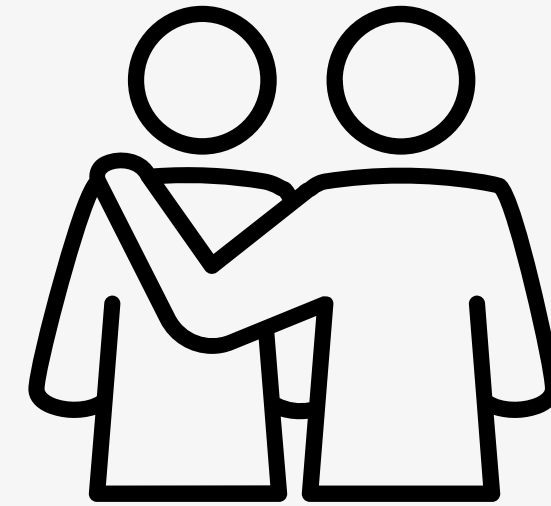
**PATIENCE AND
FLEXIBILITY**





ACTIVE LISTENING

Listen actively to employees with disabilities, paying attention to both verbal and nonverbal cues to understand their perspective and identify underlying needs or concerns.



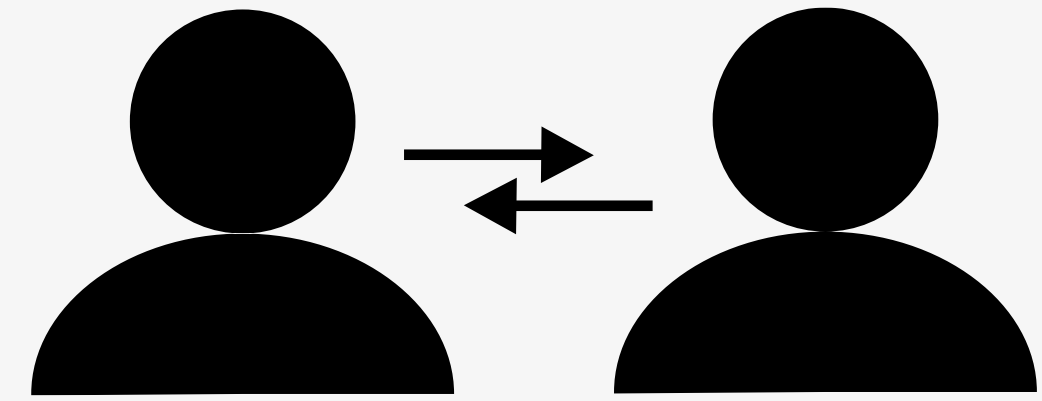
EMPATHY AND COMPASSION

Empathy involves understanding the experiences and challenges of employees with disabilities. Showing compassion can make them feel valued and supported.



CLEAR AND ACCESSIBLE COMMUNICATION

Use simple language and make written materials accessible for everyone, including those with visual impairments or learning disabilities. This may involve providing information in different formats, such as large print, Braille or audio.



OPEN AND HONEST DIALOGUE

Transparency about processes, decisions, and policies affecting employees with disabilities fosters trust and reduces anxiety.



FEEDBACK MECHANISMS

Implement and encourage feedback mechanisms that allow employees with disabilities to share their experiences and suggestions for improvements.



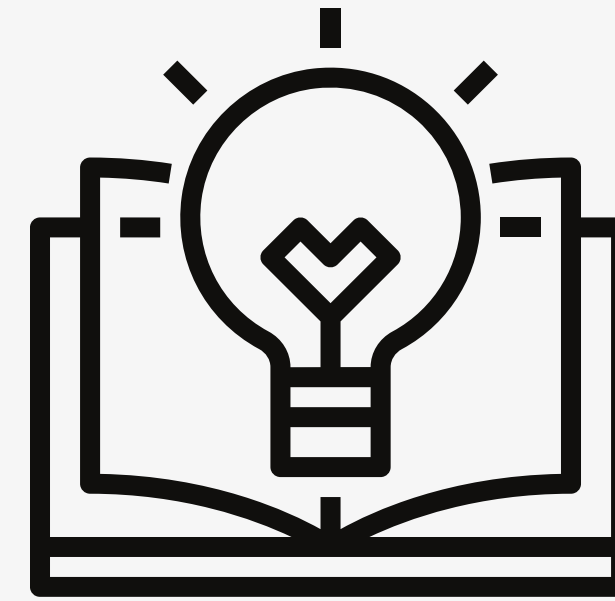
CULTURAL COMPETENCE

Understand how different cultures view disabilities and how these perceptions affect communication and interaction.



CONFLICT RESOLUTION

Learn strategies for mediating conflicts that might arise from misunderstandings or frustrations related to disability accommodations or support.



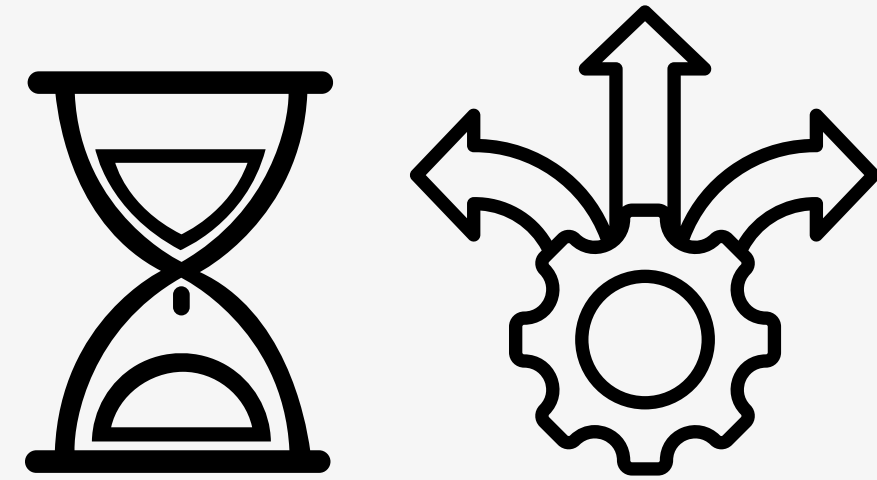
CONTINUOUS EDUCATION

Stay informed about the latest developments in disability rights, accommodations technology, and inclusive communication practices.



PERSONALIZATION

Recognize and respect the individuality of each employee with disabilities. Tailor communication and support strategies to fit their unique needs, preferences, and situations



PATIENCE AND FLEXIBILITY

Building trust and openness is a process that takes time. Display patience and be flexible in finding solutions that accommodate the needs of employees with disabilities.

Building and Fostering Resilience



Some Final Thoughts...



Training and Education:

Provide workshops on resilience, stress management, and adaptive strategies tailored to the needs of employees with disabilities.

Accessibility and Accommodation:

Ensure the workplace is physically and digitally accessible, and accommodations are made to support the diverse needs of employees with disabilities.

Access to Professional Development

Ensure that employees with disabilities have equal access to training, mentorship, and career advancement opportunities.

Involve in Decision-Making






Include employees with disabilities in decisions that affect their work or the workplace environment. This empowerment can enhance their sense of control and resilience.



“Resilience isn’t a single skill. It’s a variety of skills and coping mechanisms. To bounce back from bumps in the road as well as failures, you should focus on emphasizing the positive.”

– **JEAN CHATZKY**

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	BUILDING AND FOSTERING RESILIENCE



Thank You For Listening!

REACH OUT FOR ANY QUESTIONS.

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